



## Final Narrative Report

**1. Do you feel this grant has helped you provide better service to your customers?**

x	Strongly agree
	Agree
	Neutral
	Disagree
	Strongly disagree

Please explain:

The grant was an unqualified success. The SCC Library was able to make good use of the funds to meet the much needed goals that were specified in the grant application.

**2. Summarize the project, the situation it was intended to address.**

The grant was intended to enhance the SCC Library services that would meet the needs of the growing number of students and community members seeking job skills and employment information/services. To enhance these services the library 1) added key career databases, 2) updated and enhanced its print and online career and job-seeking resources/materials, 3) offered job-seeking/career success workshops, 4) offered presentation about local job opportunities, 5) expanded services in the certification testing/proctoring center, and 6) offered resume building software in the SCC library/media center computer lab and on the check-out laptops.

**3. Summarize the results of the project, including activities accomplished, and any problems or unexpected outcomes encountered.**

The grant accomplished all that was stated in #2 above and perhaps more. We couldn't be more pleased. Here are some of the highlights:

We were able to purchase all the resources specified, and found we could actually purchase a few more resources than initially anticipated. At the end of the grant cycle and we were able to purchase two additional software packages that will be useful to students and the community alike. They are *Professor Teaches Office 2007* and *Maris Beacon Teaches Typing*. Since we purchased them late this summer, we have no experience to report as yet, but we will be promoting them heavily this fall term.

Instead of simply showcasing our speakers, we wove them into a *Jobs Prep-A-Palooza*, the first such jobs fair ever held at SCC. We hosted *Jobs Prep-A-Palooza* in conjunction with

our Workforce Education and Career Services. The fair gave attendees exposure not only to the speakers, but to many of the newly-purchased Renew Washington resources.

We created a website that reflects the services that the project offers. It is titled: *Jobs, Jobs, Jobs...* and is located at <http://www.scc.spokane.edu/?jobs>. This website will be used in the coming year as we extend the *Renew Washington* resources and services as a result of our second grant award. The website affords a wonderful foundation from which to build.

#### **4. Did the project meet its stated objectives? Compare the project objectives to actual accomplishments.**

The project met its stated objectives. The project accomplishments mirror its objectives, one for one. The only thing that differed substantially from the original plan is that we were unable to conclude a contract with the testing company Prometric. Instead, we contracted additionally with both ISO Quality and Castle. The additional marketing funds gave us the unique opportunity to advertise our enhanced testing services.

#### **5. Summarize the results of the evaluation of the project, including a description of the evaluation techniques.**

The evaluations were based on student comments, evaluation forms from the presentations, participant comments and Web counts. Not everyone filled out an evaluation form. What feedback we did receive was positive. The speakers were on campus, all at once as it turned out, so feedback was useful. It will be used in designing the speaker presentations that will take place as a result of the second grant award.

The evaluations forms for the workshops were used regularly, as is always the case when offering information literacy classes and workshops. The librarians use the information to hone their delivery and decide how they might deliver the information better and in a more effective way. This information will also be folded into the workshops that will be given as part of the second Renew Washington grant.

Perhaps more than the information gained from the evaluation forms, we learned (again) how difficult it is to capture the attention of those who are in the most need of the information. When everything is hitting bottom, people tend to be overloaded, frustrated and lack a sense of control. What is important is communicating to such persons that what we have to offer and what decisions they can make will make a difference and improve their circumstances. That is to say, I think these grants provided hope besides information.

The Jobs Prep-A-Palooza, held in the student union building mid-day, was an opportunity to capture people on their way from one class to another, from one building to another. Although they may not have made time to go to such an event, they attended because, in point of fact, the event came to them. And, the same is true for the in-class presentations. They were a required part of the curriculum, where the workshops were not. Sometimes, when stress and pressure are present, college works best when it finds ways to require "opportunities" to explore careers and give people the tools that will help shape/reshape their lives.

We have no way to verify whether or not our patrons are students. There is a sense, though, that we were frequented more often than before by community members who were aware of our new resources. We will continue to find ways to inform the community of these resources, so that they can and will be shared among any and all who need the information.

**6. What program activities did you conduct with your intended audience?  
How many people participated in each activity?**

The speakers were part of the college's first ever *Jobs Prep-A-Palooza*. Over 200 students participated in the event. They listened to speakers, learned about library resources, learned to use the WinWay software, and made appointments to see career specialists in the Career and Employment Center.

We conducted all the workshops as specified in the objectives. Audience size varied from workshop to workshop. Several audiences were quite small in fact, with less than 10 present at some. However, those who attended got the information they needed and were quite pleased to learn about our expanded services. In addition, the databases and resource materials were fully integrated into our information literacy program. Here is where we reached a large number of students. The resources were featured in all classes where career and employment information was relevant to the subject matter. The librarians introduced these new resources to over 500 students in winter and spring quarters (January-June). I observed several such classes where students expressed enthusiastic response to the databases, saying that they were just what they needed to fulfill their assignment and find out more about employment opportunities in their given field of study.

The testing center services were also enhanced and testing numbers grew 4% over the last year, despite a retrenchment in offerings in two of our other major services. This occurred because we added Castle and ISO Quality tests, offering greater opportunity for certification testing to our students and the greater community. It took us time to set up the services, but still in all, over winter and spring quarters (January-June) we offered 76 new tests to those who needed these services. There will be many more within the coming (full) year.